



Click eLearning platform
helps Norwood charity
to provide outstanding
levels of care

NORWOOD CASE STUDY

Click[®]



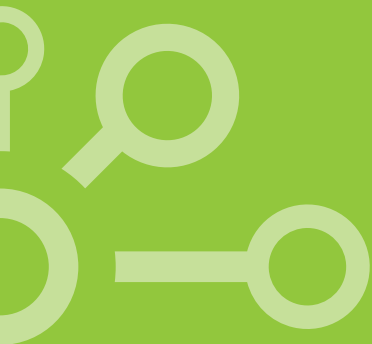
Background

Grey Matter Learning customer Norwood is a charity that supports over 2,500 people a year with learning disabilities and autism, as well as vulnerable children and families facing challenges in their lives due to additional educational needs, including mental health or severe wellbeing issues.

The charity provides a range of services including residential and supported-living accommodation, short-breaks facilities, a range of therapeutic services including occupational therapy, speech and language therapy and psychotherapy, as well as a range of support groups aimed at the whole family, not just the individual.

Norwood relies on a multi-disciplinary team to provide person-centred care that is bespoke to the individual's needs, whether that's 24/7 one-to-one care, or supporting more independent living, which includes 850 staff and over 500 volunteers.

Training is fundamental to maintaining the exceptional standards of care Norwood has become known for. Norwood believes in 'people centred' learning, and uses the standards set out in the Care Certificate to form the basis of training for new employees and the ongoing training of existing employees.



The Challenge

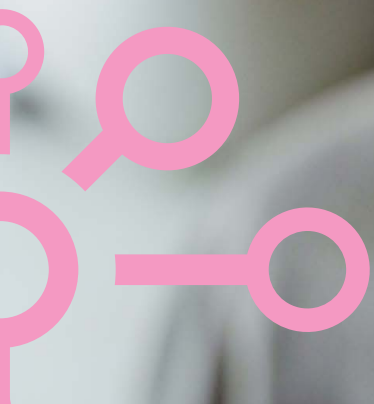
Despite Norwood's commitment to the personal and professional development of all their employees, its eLearning platform was causing ongoing difficulties and delays with their training programme, which in turn resulted in its workforce becoming disengaged

Learners experienced problems logging on to the platform and couldn't reset their own passwords, meaning they were reliant on Learning and Development to do this for them, leading to delays in starting and completing training.

The platform was slow, clunky and content was difficult to follow, and in the event of a learner not achieving the pass mark, they would be faced with having to re-sit the whole course, not just the questions they had failed to get right. What's more, the whole system would frequently stop recording progress, meaning learners would have to start the whole process again.

Norwood Training Manager Shyama Lal said the organisation's priority was to boost morale amongst managers and learners. She went on to say: "Our existing eLearning platform was impeding the quality of our training. Our managers and workforce were disappointed and disillusioned with the system and as a result weren't as engaged as they could have been with the training."





The Solution

Peter Humphrey's from Grey Matter Learning said: "A top priority for us is making health and social care manager's lives as easy as possible.

"Our eLearning platform 'Click' has been designed with the needs of front-line workers in mind. The platform is highly intuitive and works on mobile devices, meaning learners can complete their training from any location – not just when they are at work.

"Crucially, learners are able to take control of their own learning and reset their own passwords to avoid unnecessary delays. They also receive notifications about upcoming training and reminders about outstanding training.

"Click stores all training information in one place and allows people to say goodbye to excel spreadsheets and manually inputting data. This makes Care Quality Commission (CQC) reporting much more straightforward, and has been shown to help providers achieve higher ratings in their CQC inspections."

Managers at Norwood will receive automated updates when staff complete training and Click automatically updates Norwood's HR platform in real time when individual learners have completed a new training module. These tools mean the Norwood team knows exactly where they are with their training and have confidence that it is always up-to-date.





Result

Click has revolutionised how Norwood delivers its training, saving valuable time for both managers and learners.

Training Manager, Shyama Lal, said: “Previous organisations I have worked with, had been using Click for several years and praised the structure of the Care Certificate, how the platform encompassed all components in one place. Having joined Norwood and seen the difficulties we were facing at first hand and knowing what I did about Click, it felt natural to reach out and identify a mutual fit.”

“Implementing Click has seen our training programme advance beyond belief, with our managers and learners more engaged than ever before.

“Click’s functionality makes it easy for our team to complete their training, with many of them having the functionality to access training from their phones, completing it on their commute to work.

“The ease of the system is also making learning enjoyable and we can tailor the training to meet the individual needs of each group of carers, enabling us to deliver the high levels of care we are committed to at Norwood.

“We were able to listen to staff feedback and by choosing Grey Matter Learning and Click, we showed our commitment to listening to our most valuable resource and delivered a system that they all like using.”

Click has been so successful that Shyama is now rolling-out the platform to the hundreds of volunteers who support the charity.

Shyama said: “The quality of our training is fundamental to the care we provide. The Grey Matter Learning team recognises this and has given us a platform that has revolutionised our training and will enable us to continue to develop our staff and provide outstanding care to children and families.”